

PENDING APPROVAL OF THE New York STATE EDUCATION DEPARTMENT:

**WESTERN NEW YORK
REGIONAL INFORMATION CENTER
CHAPTER 793 PLAN
2015 – 2018**

**Regional Plan for Instructional and
Management Computer Services
and
Technology Programs**

**Serving
Cattaraugus/Allegany BOCES
Erie 1 BOCES
Erie 2/Chautauqua/Cattaraugus BOCES
Greater Southern Tier BOCES
Orleans/Niagara BOCES**

**Barbara Mocarski
Executive Director Systemic Initiatives for School Improvement/WNYRIC**

<http://www.e1b.org/>

Section 1: The Regional Planning Process

What is the process for involving all constituencies in the development of the regional plan?

A range of broad based representative groups and other broad based fact finding methods are used to gather information for the purpose of framing the challenges facing school districts in the region. Care is taken to ensure no constituent stakeholders are excluded. This results in the development of a plan that contains meaningful contributions of representatives of all school districts in the region, reflecting not only their needs, but also the WNYRIC's objectives to address those needs.

The Planning Process:

The Planning process provides direction to the WNYRIC by collecting information that provides keen insight into the needs of the school districts served by the WNYRIC. These needs are prioritized and objectives to meet these needs are established with corresponding work plans that identify activities required to achieve the objective, timelines of the activities, those responsible and evidence of completion.

The foundation of the WNYRIC information collecting are face-to-face meetings held throughout the year with the WNYRIC's Customer Support Representative (CSR) and a planning team from which each school district the WNYRIC serves. While the key focus of this data gathering strategy is to utilize existing WNYRIC services to remediate immediate technology deficiencies, this is also an important step in gathering information to identify needs that may dictate the expansion of a current service or the development of a new one. Each time a new service is implemented in a district, a planning meeting is held to discuss responsibilities and timelines. A critical companion to the CSR data gathering activity is the involvement of the Project Management Team (PMT). As districts implement projects, the PMT also collects essential information used to pinpoint districts' needs. In a similar fashion, the WNYRIC's Advisory Council, the WNYRIC's Standards Committee, District Data Coordinators, CSLO end of the year summary meetings and the Forum for Instruction, Curriculum, and Assessment (FICA) are valuable conduits of information related to the needs of the region's school districts, as well as WNYRIC's staff attendance and participation in all regional BOCES Technology Coordinators meetings and various Curriculum Council meetings. In addition, CSLO Instructional Technology staff conducts annual regional meetings to solicit feedback on existing services and future service needs during the May Administrative meetings.

Surveys and service user group meetings are also very often used to amass representative data essential to the WNYRIC's Planning Process. In short, these surveys and meetings gather feedback from those using the services we provide to answer questions such as:

- How can our services best be improved to meet your district's needs?
- Are there segments of our services that are ineffective?
- Are there services the WNYRIC should develop to address unmet needs in your school district?

Some of the recent surveys conducted by the WNYRIC have been a Finance/HR system to expand services, user input from all application/service areas, and customer satisfaction surveys. RFPs are conducted with input from customers in the review process to add resources available under CSLO and Administrative Services. Most recently the WNYRIC collected information on the current 793 goals in order to determine which to expand upon or modify for the 2015-2018 plan.

In addition, our teams have continued an internal process of reflection and assessment of the team's abilities and customer focus through the adoption of the ITIL processes developed through Gartner research. This internal creation of reflection and assessments also contributes to the development of excellent service for customers by identifying internal processes that need to be streamlined or changed and training that is needed.

The information collected in these various forms is shared on an ongoing basis with the WNYRIC's Management Team for the purpose of recognizing patterns that would indicate needs that are problematic to a majority of WNYRIC school districts. In gauging the needs of the school districts, the Management Team also takes into consideration industry trends analysis, budgetary considerations, and the WNYRIC's Vision, Mission and Belief Statements.

The revised plan is presented to the WNYRIC Advisory Council for their review and discussion. Once approved as a plan by the Advisory Council, corresponding work plans are formulated and quarterly progress is provided to the WNYRIC Advisory Council. WNYRIC Standards and the Forum for Curriculum and Instruction (FICA) reviews progress as well.

Who is Involved:

The following are detailed descriptions of the various planning partners referenced above:

District Data Coordinators – These are district data administrators charged with the duty of serving as a district's main point of contact for data requests, the collection and submission of accountability data and district issues. They must be knowledgeable of federal, state, and local resources, keeping current on state and federal regulations. They implement supportive structures and processes in a district by forming district data teams, facilitating the flow and accuracy of data for their district. They also advise superintendents, in concert with their data team, regarding final certification of data for submission to state and federal reporting agencies. Required and

optional informational meetings at the state and local levels assist them in completing their duties. There are regularly scheduled meetings for this group, constant communication via email groups and a web presence at <http://www.e1b.org/WNYRIC/WNYRICTopNav/DataReadiness.aspx>

Customer Support Representative (CSR) – A WNYRIC staff member. Each School District in the WNYRIC region has a CSR assigned it. The CSR serves as a single point of contact for all needs or issues related to a WNYRIC service and assists each district with their annual budget and service options.

Focus Groups – both formal and ad hoc groups made up of representative school district end users of WNYRIC services.

Forum for Curriculum, Instruction and Assessment – An advisory committee (FICA) that shapes and helps set collaborative efforts and initiatives in the area of instructional technology direction for the WNYRIC region based on input from component BOCES regions as well as information gained through CSLO administrator forums and feedback from trainings held. The committee membership includes leaders from each BOCES of the WNYRIC region in the areas of Instructional Technology, Staff Development, Library Services, Distance Learning and Data Analysis for the purpose of improving instruction as well as WNYRIC services involved in these areas. In addition, this committee collaborates to better serve the needs of the districts served by the WNYRIC but also by the district's local BOCES. Collaborative events are also planned for the JMT region.

Project Management Team – made up from WNYRIC staff members: CSR, Project Manager and Senior Technicians for LAN and WAN. Like the CSR, each School District region has a Project Team assigned to it. This team assists with all purchases of service and installations of the hardware and/or software required to implement that service.

School District Planning Team – this varies from district to district; however, most are comprised of the Superintendent, District Instructional Leader, Business Official and Technology Coordinator.

Meetings are held on a regular basis with the region's District Technology Coordinators, Business Officials, Superintendents and District Data Coordinators to solicit input into the needs of the region.

WNYRIC Advisory Council – serves as an advisory body relative to all policies, plans and activities of the Western New York Regional Information Center. The WNYRIC Advisory Council is comprised of at least four and no more than six voting representatives from each of the five BOCES in the WNYRIC region:

- District Superintendent (or designee)
- One or more component School District Superintendents
- One School District Management Services User
- Two School District Instructional Representatives – focus on technology staff development/data analysis knowledge is important
- One Instructional Technology Representative

Section 2: Current Context

The following are the region's strategic objectives addressed in this 793 Plan 2015- 2018:

- Provide a secure, robust, cost effective infrastructure at WNYRIC, in the cloud, as well as in the district as appropriate
- Continue to enhance instructional offerings under Common Set of Learning Objectives (CSLO)
- Support anywhere/anytime secure cloud environments to meet district's needs.
- Investigate and implement cost savings and optimization strategies to achieve sustainability in service offerings.
- Develop and provide data systems, processes, and services in support of administration, accountability and or instructional improvement.
- Support the initiative for Computer Based Testing (CBT).
- Continue to enhance existing management/administrative services with updated functionality and new product offerings.

How were these needs identified and prioritized?

The above objectives were identified and prioritized in the course of the regular planning process outlined in Section 1 of this document.

Section 3: 2015 – 2018 Summary

Part 1: WNYRIC's Strategic Objectives

There are three underlying principles for tactical technology deployment within school districts:

- 1) Technology integration in the classroom to further advance teaching and learning.
- 2) The implementation of information technology management systems to increase the effectiveness and efficiency and security of the school district's operations.
- 3) The building and enhancement of the technical infrastructure to support secure educational technology integration and information technology management systems.
- 4) Enhance communication methods to District administration to inform efficiently and effectively.

The following is a summary as to how the WNYRIC's 2015 – 2018 Strategic Objectives work in concert to achieve the three underlying principles outlined above:

It is imperative for the school districts in the WNYRIC region to remain on the cutting edge as new technology and applications continue to develop at a very rapid pace. The most significant component to keep pace is to deliver high quality professional development to school district staff. As a result, WNYRIC staff will continue to investigate emerging technologies and their instructional uses and implications. This will include online offerings that support anywhere/anytime learning on the part of teachers, as well as continuing to examine new technologies to provide anywhere/anytime access from any device for administrators, teachers, and learners. Efforts will be made to expand the focus of Personal Learning Communities by investigating the use of Social Collaboration Environments with presence, while ensuring that legal and district policies are in place to safely and securely navigate within these environments. We will continue to provide new Common Set of Learning Objectives (CSLO) offerings through the statewide RFP process that is conducted by the WNYRIC.

Technology also contributes significantly to how data is used for instructional planning and student achievement by providing school administrators and teachers with critical information that permits them to target resources and forge instructional strategies to assist in the educational success of all students. To that end, the WNYRIC will continue to be a leader in the collection of data that supports

the tremendous impact of technology on instruction and student learning, specifically in sustaining programs that allow teacher level access to appropriate student data. WNYRIC staff will also investigate/research/assist school districts with interim benchmark and online assessment use through effective technology planning as well as providing the essential professional development needed for their successful implementation. This will include providing professional development utilizing the resources schools already have obtained to assist teachers in providing CTB opportunities during instruction. WNYRIC staff will research and support new data collection requirements and support new shared staffing requests in response to emerging customer needs related to data. WNYRIC staff will continue to research, communicate and practice high levels of data security and privacy.

Computer Based Testing (CBT) will lead to improvements in test delivery, test integrity, scoring validity, turnaround time on providing testing results, as well as a reduction in the overall costs of administering statewide assessments. The WNYRIC will support the initiative for Computer Based Testing (CBT) by communicating current NYS CBT requirements to school districts and implementing NYS approved CBT vendor solutions. The WNYRIC will also work in partnership with school districts to put into operation an effective and redundant infrastructure with critical internet-network-endpoint security necessary for successful and problem free CBT. The WNYRIC will continue to support districts during any field testing that is decided by NYSED throughout the duration of this plan. WNYRIC staff will continue to collaborate with local BOCES and districts to share any data and best practices resulting from CBT pilots.

The technical infrastructure objectives are necessary to provide information technology services to districts consistent with a single set of regional service delivery standards including hardware and telecommunications protocols as defined by the WNYRIC Standards Committee in conjunction with input of the region. The WNYRIC will continue to design and implement the most cost effective, secure, robust bandwidth (network connectivity) including the utilization of priority layered design, making the most of multiple vendors and exploiting competitive bidding practices to obtain the very best price advantage. Change Management software and the Information Technology Infrastructure Library (ITIL) best practices will be deployed to effectively communicate with end users and staff regarding processes for Configuration Management and Release Management. This is necessary to avoid having technical modifications or upgrades cause downtime or service outages. Optimization of the WNYRIC Service Desk will be achieved using metrics for trend analysis to optimize services offered, and use of video and centralized service tools for anytime self service. In addition, end point device management solutions using centralized management tools (TEM) will be expanded to reduce “sneakernet” for upgrades to end devices and thereby gain greater efficiencies, as well as to optimize instructional time on staff. Staff will continue utilization of the inclusive Active Directory to aid in efficient sharing of resources. For WNYRIC network infrastructure security enhancements, the WNYRIC will continue to implement cost optimization methods for wide area and local area network security. A critical strategic objective related to the WNYRIC’s technical infrastructure is the continual enhancement of our Disaster Recovery

(DR) and Business Continuity (BC) Plans and Procedures. The WNYRIC will continue to update the Disaster Recovery Initiatives for our Tier 1 applications, as appropriate, and Tier 2 applications will be implemented based on time of recovery needs.

Another important WNYRIC strategic objective will be the continual efforts to put into operation sustainable energy efficient technologies. Our quality of life, standard of living and national security depend on energy. This initiative will help the WNYRIC and its school districts strive for the most efficient use of our natural resources and work toward minimizing our dependence on imported energy, something critical to New York and the United States. To that end, activities planned for 2015-2018 will focus on researching technologies that provide for a greener environment. In addition, the WNYRIC will manage grants for our entire region for increased operating and energy efficiencies as applicable and/or available.

The investigation of private and public cloud solutions is another action the WNYRIC will undertake to meet the future technology needs within the region. Some of the solutions to be researched will be anywhere/anytime/any device use, enterprise or emerging software licensing, and the investigation of open source offerings. Another planned activity will be to investigate and test emerging operating systems for legacy and mobile devices.

Finally, the WNYRIC will continue to enhance existing services with updated functionality and new product offerings to provide for the effective management of information about students, to meet the needs of school districts business, human resources and administrative operations.

Part 2: State Wide Shared Objectives

The BOCES Regional Information Centers (RICs) in New York State have identified the following mission statement and shared goals. These goals will be collaboratively achieved by all RICs.

“We are a collaborative of BOCES Regional Information Centers providing leadership and efficient, effective technology solutions for the purpose of supporting management, learning and student achievement.”

2015-2016 Regional Information Centers’ Shared Goals

State Technology Leadership

- Work in conjunction with members of the State Education Department in order to enhance state, regional and local technology plans and related processes.

- Provide assistance to the Smart Schools Review Board and New York State school districts, as the state implements the Smart Schools Bond Act.
- Continue to partner with NYSED in order to provide districts with support related to computer-based testing initiatives.
- Analyze service challenges and opportunities associated with transitioning to next-generation K-12 assessments.
- As 94% of school buildings participating in RIC supported networks have broadband capacity of 100 MB or higher, explore opportunities to expand regional networks in order to support other agencies', such as public libraries, efforts to provide comparable services.

State Data Leadership

- Monitor, enhance and expand the RICs' Common Data Views Initiative. The Common Data Views Initiative provides educators, across the state, with access to a common data analysis package that can be leveraged to support discussions related to effective teaching strategies.
- Develop a long term strategic plan related to data analysis dashboard services.
- Continue to assist NYSED in communicating important information related to NYS data, assessment, and accountability initiatives.
- Monitor, expand and refine the data integration, federation, and security state initiatives that were implemented during the 2014-2015 school year.

High-Quality, Cost-Effective Services

- Continue to form service partnerships and encourage specialization around products and services, as appropriate.
- Continue to offer a collaborative catalog of technology integration professional development offerings, at no cost, to districts participating in their local Regional Information Center's Model Schools Service.

Leveraging Economies of Scale

- Continue to work collaboratively on bids, RFPs and contracts that address statewide needs.

Section 4: Implementation Plan

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Objective 1: Provide a secure, robust, cost effective infrastructure at WNYRIC, in the cloud, as well as in the district as appropriate.

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
1.1 Continue to design, implement and advocate for the most flexible, cost effective, resilient, redundant, secure and robust bandwidth (network connectivity) for each school district and BOCES through competitive bidding practices	July 1, 2015 – June 30, 2018		The most flexible, cost effective resilient, redundant and robust internet and school district intranet network is in place.
1.2 Continue to review and implement cost effective Disaster Recovery and Business Continuity initiatives for applicable Tier 1 applications and continue to design DRBC strategies for Tier 2 applications based on time of recovery needs.	July 1, 2015 – June 30, 2018		Continued enhancement of DR readiness for WNYRIC Tier 1 applications with DR cycle testing in place and Tier 2 applications DR readiness complete based on required time of recovery needs.
1.3 Implementation of centralized, cost effective network security tools for wide area network and local area network security.	July 1, 2015 – June 30, 2018		Goal is realized as the most effective security measures are put in place on our network based on recent or future network threats. These security measures are implemented by WNYRIC network engineering staff in the local school districts, as necessary.
1.4 Implement Change Management to effectively communicate with end users and staff regarding process or technical changes to avoid downtime or outages. <ul style="list-style-type: none"> ○ Configuration Management ○ Release Management 	July 1, 2015– June 30, 2018		Change Management is in place and ITIL (Information Technology Infrastructure Library) best practices are in place and communicated to the field.

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
1.5 Enhance how stake holders are informed of bandwidth utilization trends to better prepare and implement optimization strategies to optimize bandwidth availability	July 1, 2015 – June 30, 2018		Reporting four times at year at Advisory Council, Standards, DL consortium, and Technology Coordinators. Collaborative meetings with BOCES partners. Bandwidth utilization tools are available adhoc to appropriately trained district and BOCES personnel. Analysis of the reports and planning to incorporate optimization strategies is available from WNYRIC technical teams.
1.6 Research, design and implementation strategies are shared to ensure a robust managed wireless network is in place in school districts and BOCES	July 1, 2015 – June 30, 2018		The most flexible, cost effective resilient, redundant and robust centrally managed wireless network is in place which can support the school district and BOCES needs.
1.7 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2015 – June 30, 2018		Efficient and effective communication methods are in place and proven effective through customer feedback.
1.8 Continue work with other BOCES/RICs and districts to find cost effective ways to deliver internet bandwidth and network security	July 1, 2015 – June 30, 2018		Cost effective methods are in use by customers.

Objective 2: Continue to enhance instructional offerings under Common Set of Learning Objectives (CSLO)

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
2.1 Continue to provide new offerings through the statewide RFP process and ensure compliance with Education Law 2d	July 1, 2015 – June 30, 2018	R & D Team	New RFPs are released and awarded. All new and existing contracts have incorporated the data and privacy information provided in Education Law 2d as well as the Erie 1 BOCES Parent Bill of Rights.
2.2 Provide online offerings as part of the catalog offerings	July 1, 2015 – June 30, 2018	CSLO & Model Schools	Online offerings are in place that support anywhere/anytime learning on the part of teachers. The RIC will continue to work with the local BOCES to provide resources for the school districts in the region.
2.3 Continue to investigate emerging technologies and their instructional uses and implications	July 1, 2015 – June 30, 2018	R & D Team	Pilot Program implementation dates and follow up for the following topics: Paperless Classroom Pilots Windows 8 Chromebooks Android – Google Play iPads MDM Cloud services for instruction *Other topics will be included as they emerge.
2.4 Work with lead agencies develop and implement regulations to be in compliance with all State and Federal regulations – This includes the tech plan survey tool as well as any necessary support for the Smart Schools Bond Act	July 1, 2015 – June 30, 2018	CSLO & Model Schools	Compliant policies and regulations are promulgated.
2.5 Collection of data that supports the impact of technology on instruction and student learning	July 1, 2015 – June 30, 2018	CSLO & Model Schools	Data from program evaluations will be available. Student achievement impact from various software programs on the CSLO software list will be compiled and a repository built. Pilot Project research results will be available for individual districts participating as well as overall information for the region. The location for this repository will be provided.

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
			Special research projects will be identified as needed by technology groups throughout the region including the CSLO administrative groups.
2.6 Continue to investigate and support Science Technology Engineering, Arts and Mathematics (STEAM) initiatives throughout the region	July 1, 2015 – June 30, 2018		New RFPs released and awarded. The RIC will continue to work with the local BOCES to provide resources for the school districts in the region
2.7 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2015 – June 30, 2018		Efficient and effective communication methods are in place and proven effective through customer feedback.

Objective 3: Support anywhere/anytime secure cloud environments to meet district's needs.

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
3.1 Investigate and support secure cloud based solutions for collaboration.	July 1, 2015 – June 30, 2018		Secure cloud based solutions are in place and supported.
3.2 Continue to investigate and communicate research results of work completed related to new technologies to provide anywhere/anytime secure access on any device for all services, users and learners	July 1, 2015 – June 30, 2018		Additional appropriate technologies which may impact network inter-operability complexities are reviewed, proof of concepts conducted, and the technologies are submitted for review and approval to the Standards Committee if appropriate. Additional application services are offered and implemented.
3.3 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2015 – June 30, 2018		Efficient and effective communication methods are in place and proven effective through customer feedback.

Objective 4: Investigate and implement cost savings and optimization strategies to achieve sustainability in service offerings

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
4.1 Manage grants that support or enhance the entire WNYRIC region in relation to increased efficiencies and cost containment	July 1, 2015 – June 30, 2018		Grants are awarded, activities are complete and grant dollars received and distributed.
4.2 Optimize services by utilizing effective analytic tools.	July 1, 2015 – June 30, 2018		Use of metrics for trends and growth are in place and utilized to optimize services offered and to improve end user experience.
4.3 Continue to offer robust, cost effective centralized remote access End Point Device Management Solutions to reduce manual desktop support (sneakernet) and optimize instructional time by eliminating downtime.	July 1, 2015 – June 30, 2018		Centralized and cost effective end point device management solutions (SCCM and IBM TEM) are in place, reports reviewed and remediation measures are implemented.
4.4 Research and inform districts and BOCES about technologies that provide for a greener environment	July 1, 2015 – June 30, 2018		Collaborative solutions are in place that continue to reduce the carbon footprint throughout the region.
4.5 Continued utilization of inclusive Microsoft Active Directory to aid in efficient sharing of resources	July 1, 2015 – June 30, 2018		Effective use of Microsoft Active Directory as the primary and secure authentication source for account management to applications and resources on the shared broadband network, and in the cloud, is in place for ease of use.
4.6 Implement regulations to be in compliance with all State and Federal regulations – including any necessary support for the Smart Schools Bond Act	July 1, 2015 – June 30, 2018		Compliant policies and regulations are promulgated.

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
4.7 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2015 – June 30, 2018		Efficient and effective communication methods are in place and proven effective through customer feedback.

Objective 5: Develop and provide data systems, processes and services in support of administration, accountability and or instructional improvement

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
5.1 Support the process for and data needed for interim and online assessments	July 1, 2015 – June 30, 2018		Data services for interim and online assessments are provided.
5.2 Research and support new data collection requirements	July 1, 2015 – June 30, 2018		Information, training and support for new data collection requirements are provided.
5.3 Provide data support for the NYSED EngageNY Portal as requested by school districts	July 1, 2015 – June 30, 2018		Information, training and support for the NYSED EngageNY is provided
5.4 Provide expanded, more inclusive data integration service that encompasses all offerings	July 1, 2015 – June 30, 2018		Evaluate and provide a data integration service that encompasses the best process based on the application requirements
5.5 Provide expanded data reporting, as well as, support programs that allow teacher level access to appropriate data	July 1, 2015 – June 30, 2018		Expanded data reporting services are available..
5.6 Enhance communication methods to District Data Coordinators to inform efficiently and effectively	July 1, 2015 – June 30, 2018		Efficient and effective communication methods are in place and proven effective through customer feedback.
5.7 Incorporate data privacy and security information into service delivery	July 1, 2015 – June 30, 2018		Data privacy and security information is provided

Objective 6: Support the initiative for Computer Based Testing (CBT)

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
6.1 Communicate current NYS requirements regarding CBT	July 1, 2015– June 30, 2018		Districts are provided appropriate information to successfully implement Computer Based Testing (CBT).
6.2 Provide security within endpoint management	July 1, 2015 – June 30, 2018		Solutions are in place that provides security for Computer Based Testing within the internet connections, the network and the endpoints.
6.3 Support CBT vendor solutions	July 1, 2015 – June 30, 2018		Vendor provided solutions have been implemented to support CBT in school districts both locally and at a state level.
6.4 Implement adequate and redundant infrastructure in the school districts	July 1, 2015 – June 30, 2018		Effective infrastructure at the districts is in place for CBT.
6.5 Investigate/research/assist districts with readiness for online assessment use through planning for technology and providing technical expertise and best practices as needed	July 1, 2015 – June 30, 2018		Districts are assisted with readiness for CBT or emerging online assessments.
6.6 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2015 – June 30, 2018		Efficient and effective communication methods are in place and proven effective through customer feedback.

Objective 7: Continue to enhance existing management/administrative services with updated functionality and new product offerings

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
7.1 Implement and support solutions to meet the needs of school business and Human Resources and Administrative operations and ensure compliance with Education Law 2d	July 1, 2015 – June 30, 2018		Solutions for Financial, HR and Administrative Services are implemented and supported. New and existing contracts have incorporated the data and privacy information provided in Education Law 2d as well as the Erie 1 BOCES Parent Bill of Rights, as necessary
7.2 Implement and support solutions for the effective management of information about students and ensure compliance with Education Law 2d	July 1, 2015– June 30, 2018		Solutions for student related data needs are implemented and supported. New and existing contracts have incorporated the data and privacy information provided in Education Law 2d as well as the Erie 1 BOCES Parent Bill of Rights, as necessary.
7.3 Implement and support solutions for an expanded website service	July 1, 2015 – June 30, 2018		New and enhanced solutions are implemented and supported.
7.4 Provide enhanced services in response to emerging customer needs	July 1, 2015– June 30, 2018		Services to respond to emerging districts needs are provided.
7.5 Enhance communication methods to inform constituencies efficiently and effectively	July 1, 2015 – June 30, 2018		Efficient and effective communication methods are in place and proven effective through customer feedback.
7.6 Incorporate data privacy and security information into service delivery	July 1, 2015 – June 30, 2018		Data privacy and security information is provided

Section 5: Evaluation
PROGRESS/OUTCOMES REPORTED BELOW IN *ITALICIZED TEXT*
793 Plan for 2013 – 2016

Objective 1: Provide a secure, robust, cost effective infrastructure at WNYRIC, in the cloud, as well as in the district as appropriate

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
1.1 Continue to design and implement the most cost effective, resilient, redundant and robust bandwidth (network connectivity) including the utilization of priority layered design, I2, multiple vendors and competitive bidding practices	July 1, 2013 – June 30, 2016	<p>WAN Team</p> <p>CORE Team</p> <p>WAN Team</p> <p><i>TS WAN</i></p>	<p>The most flexible, cost effective resilient, redundant and robust internet and intranet network is in place.</p> <p>Investigation of updated technologies for the WNYRIC Data Center have begun.</p> <p>The Broadband bid has been opened and is under review pursuant to e-rate regulations.</p> <p>New WNYRIC networking and firewall equipment has been ordered and be installed this summer.</p> <p>The broadband bid has been awarded to Time Warner with a realized cost savings to the school districts.</p> <p><i>Negotiations are currently under way with successful awarded bidder, Time Warner to provide updated broadband connectivity.</i></p>
1.2 Continue to implement Disaster Recovery initiatives for our Tier 1 applications and continue to Tier 2 based on time of recovery	July 1, 2013 – June 30, 2016	<p>CHATT</p> <p>CHATT</p> <p>CHATT</p>	<p>Continued enhancement of DR readiness for WNYRIC Tier 1 applications with DR cycle testing in place and Tier 2 applications' DR readiness complete based on required time of recovery.</p> <p>Site Recovery Manager for the WNYRIC virtual server environment has been installed to allow improved restoration time in case of a disaster.</p> <p>Additional equipment installed at our Colvin site to improve business continuity of Tier 1 hosted applications.</p> <p>Beginning implementation of site recovery manager on key servers.</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
		CHATT DR Coordinator	Identifying key servers that will utilize Site Recovery Manager effectively. Reviews of business continuity best practices with internal teams are occurring. <i>Researching co-location DR facility to accommodate future growth.</i>
1.3 Implementation of cost optimization methods for wide area and local area network security	July 1, 2013 – June 30, 2016	<p>WAN Team</p> <p>Network Security</p> <p>Lifecycle Team & LAN Team</p> <p>Lifecycle Team & LAN Team</p> <p>LAN Team & Network Security</p> <p><i>TS LAN</i></p>	<p>Goal is realized as the most recent security measures are put in place on our network based on the most recent network threats. These security measures are shared with WNYRIC network engineering staff to allow implementation in the local school districts, as necessary.</p> <p>Upgrade of firewall management system occurred this summer and firewall code upgraded to latest version for more intuitive intrusion prevention.</p> <p>Upgraded firewall operating system to the latest version for all districts.</p> <p>Comprehensive audit and recommendations to school districts to remediate the April end of life support of Windows XP machines.</p> <p>Weekly reports are being sent to key staff to identify Windows XP computers still on the network.</p> <p>Standards Committee removed XP as a WNYRIC supported operating system; directed districts who have legacy XP machines to avoid using for email and internet access.</p> <p>Transferred ownership of computer assets over 8 years old to participating districts in an effort to encourage the use of more cost effective, secure machines.</p> <p><i>Installing new bandwidth monitoring tools.</i></p>
1.4 Implement Change Management to effectively	July 1, 2013 – June 30, 2016	Infrastructure &	Change Management is in place and ITIL (Information Technology Infrastructure Library) best practices are in place.

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
communicate with end users and staff regarding processes <ul style="list-style-type: none"> ○ Configuration Management ○ Release Management 		Operators WNYRIC Service Desk	Service Now has been purchased to allow a cohesive system for change management, project management, configuration management and release management. Service Desk has been trained and implementation will occur first quarter of 2014. CHATT will be piloting the Change Management module beginning in the second quarter of 2014. Service Now Change Management is in production.
1.5 Ongoing communication regarding bandwidth use and status	July 1, 2014 – June 30, 2017	<i>Core Network</i>	Reporting four times at year at Advisory Council, Standards and DL consortium. Collaborative meetings with BOCES partners. <i>Standards sub-committee has been formed and has begun discussions regarding data collection correlation and dissemination.</i>

Objective 2: Continue to enhance instructional offerings under CSLO

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
2.1 Continue to provide new offerings through the statewide RFP process	July 1, 2013 – June 30, 2016	CSLO & Model Schools	<p>Microsoft EES contract is in place and districts have begun ordering from it as of March 1, 2014. This contract has pushed the cost for Enterprise to Level C for all districts utilizing the program; providing cost savings.</p> <p>New RFPs are released and awarded</p> <p>SLO Tracking RFP awarded – Learner First, eDoctrina, Right Reason Technologies</p> <p>eBook RFP awarded – Houghton Mifflin – Kno, McGraw Hill – CINCH, Pearson – iLit, Scholastic – Storia</p> <p>Learning Management System RFP Awarded – It’s Learning, Blackboard, Montage – Brain Honey, Desire to Learn, Canvas, Schoology</p> <p><u>Supplemental Support for Math Awards:</u> Scholastic -Math 180, Pearson – Math XL, Waterford – Math & Reading, Explore learning – Reflex, Edmentum – Education City, Hot Math – Catchup math, Carnegie, Mind Research Institute</p> <p><u>Supplemental Support for Reading Awards:</u> American Reading Company, Amplify – DIBELS & BURST, Imagine Learning, Scholastic: iRead & Core Clicks, iStation, Learning A-Z, Let’s Go Learn – DORA, Lexia, Pearson: My Reading Lab, My Writing Lab, My Skills Lab, Reading Plus, Renaissance Learning – Subtext</p> <p><u>College and Career Readiness RFP Awards:</u> Bridges Transitions, Centris – Guidance Direct, College Board – AccuPlacer, Naviance, Service Infinity – College on Track</p> <p><i>JAMF, Airwatch, Lightspeed, IBM (MaaS 360), Synergy (Absolute)</i></p> <p>Teacher/Principal Evaluation</p> <p><i>Bloomboard, Ed Vistas, iObservation, Oasys, Teachscape, SchoolBinder, Randa</i></p> <p>Academic Intervention Services</p> <p><i>Achieve 3000, My Path, FAST, IXL, Shmoop, Amplify (dibels next & burst), Triumph Learning, Mastery Connect</i></p> <p>Research Based Analysis</p> <p><i>Bright Bytes</i></p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
			<p>Robotics <i>Modular Robotics, Interactive Media</i> <i>RFPs were awarded at the November BOE meeting and contracts are in the process of being executed. They should be completed by Jan 1, 2015.</i></p> <p><i>New RFPs to be released in April:</i> <i>Global Citizenship</i> <i>Social Studies</i> <i>STEAM</i></p>
2.2 Provide online offerings as part of the catalog offerings	July 1, 2013 – June 30, 2016	CSLO & Model Schools	<p>Online offerings are in place that support anywhere/anytime learning on the part of teachers.</p> <p>Webinars offered are located on the CSLO workshops page for 13-14.</p> <p>https://docs.google.com/document/d/1sZUeZkiBRPdZtGe3U0gRSYQU7fhKpC5t5JLydDQCMUE/edit?usp=sharing Shared PD for the state from DCI.</p> <p>Asynchronous courses.</p> <p>Investigating Online Professional Development RFP. <i>Offerings were sent to CSLO for Winter.</i></p>
2.3 Continue to investigate emerging technologies and their instructional uses and implications	July 1, 2013 – June 30, 2016	R & D Team	<ul style="list-style-type: none"> • Pilot program implementation dates • National Conference reports from attendees <p>Paperless Classroom pilots – 3 classrooms</p> <p>Windows 8 pilots Chromebooks iPads</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
		R & D Team	<p>Currently piloting Google Chromebooks and Google Management Console inTune Pilot</p> <p>Virtual Desktop (VDI) is being piloted in Spring of 2014. The following districts are interested in pilots this year: Clarence, Hammondsport, Lancaster, Niagara Wheatfield, West Valley, Avoca, Pioneer, Hamburg, Alfred Almond, <i>North Collins, Springville</i></p>
2.4 Work with others to develop and implement regulations to be in compliance with all State and Federal regulations	July 1, 2013 – June 30, 2016	CSLO & Model Schools	Compliant policies and regulations are promulgated.
2.5 Collection of data that supports the impact of technology on instruction and student learning	July 1, 2013 – June 30, 2016	CSLO & Model Schools	<p>Data from program evaluations will be available.</p> <p>My Big Campus survey collected in September.</p>
2.6 Formative Assessment Support	July 1, 2013 – June 30, 2016	CSLO & Model Schools	<p>Service book will be adjusted and training for current staff and districts on approved tools will be scheduled and delivered.</p> <p>DORA and DIBELS has been added to the assessments available through the November RFP awards.</p> <p>Ongoing training for assessment products has been consistently taking place this Spring – iReady, STAR, destination Reading/Math, Accel Math.</p>
2.7 Continue work with other BOCES/RICs and districts to find cost effective ways to deliver professional development	July 1, 2013 – June 30, 2016	CSLO & Model Schools	<p>Cost effective methods are in use by customers</p> <p>https://docs.google.com/document/d/1sZUeZkiBRPdZtGe3U0gRSYQU7fhKpC5t5JLydDQCMUE/edit?usp=sharing Shared PD for the state from DCI</p> <p>Digital Wave conference March 3, 2014 – over 200 attendees and 26 presenters. Good collaboration with NYSCATE and highlights our area teachers.</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
			May 5 th – Intel Look to the Future Event May 27 th – Microsoft Classroom Event June 5 th – Google event for Google Play

Objective 3: Support anywhere/anytime secure access from any device to meet district's needs

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
3.1 Support Personal Learning Communities <ul style="list-style-type: none"> Investigate Social Collaboration Environment with presence Ensure that legal and district policies are in place 	July 1, 2013 – June 30, 2016	CSLO & Model Schools	<p>Secure personal learning communities are in use.</p> <p>Multiple districts are utilizing My Big Campus.</p> <p>CSLO works with districts that are interested in implementing My Big Campus, iTunes U, Facebook, and Twitter.</p>
3.2 Continue to investigate new technologies to provide anywhere/anytime secure access on any device for all services, users and learners	July 1, 2013 – June 30, 2016	<p>CSLO & Model Schools WAN Team</p> <p>Content Filtering Team, WAN/LAN Teams Financial Team</p> <p>Webs that Work WAN Team</p>	<p>Additional appropriate technologies which may impact network inter-operability complexities are reviewed, proof of concepts conducted, and the technologies are submitted for review to the Standards Committee.</p> <p>Light Speed has been added to the MDM service.</p> <p>Meraki.Cisco has been added to the Standards list under Wireless Technologies as it offers the ability to provide efficient, secure and affordable wireless connectivity in an iPad environment. Further investigations of other wireless enhanced technologies are under way.</p> <p>Utilizing Lightspeed Content Filtering technology authentication to enable districts the ability to have a flexible and secure BYOD strategy.</p> <p>Financial System RFP awarded to two web software products, which will allow for secure anywhere, anytime access to district application and data.</p> <p>Supporting new Schoolwires website mobile add-on software.</p> <p>Investigating Wireless Best Practices incorporating industry wide standards.</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
3.3 Investigate and test emerging operating systems for legacy and mobile devices	July 1, 2013 – June 30, 2016	<p>R & D Team</p> <p>R & D Team</p> <p><i>R&D Team, Lifecycle Team</i></p>	<p>Solution(s) are in place and operational in at least two districts.</p> <p>Investigation and research into iOS7, Windows 8, Google Chrome and Blackberry OS 10 is in progress. Windows 8.1 RT, managed by InTune, is being piloted for the Standards Committee by Hammondsport.</p> <p><i>TestPolicy is being investigated as a possible solution to lock down Windows 7 & 8 testing machines without impacting instructional time.</i></p>
3.4 Investigate/research/assist districts with readiness for online assessment use through planning for technology and providing technical expertise and best practices as needed	July 1, 2013 – June 30, 2016	<p>CSLO & R&D Team</p> <p>Data, Technical and Instructional Staff</p> <p>Data Warehouse Team</p> <p>R & D Team</p>	<p>Districts are assisted with readiness for CBT or emerging online assessments.</p> <p>WNYRIC offers facilitation for districts that are in the planning and visioning process for developing a CBT plan.</p> <p>Refer to objective 6.4.</p> <p>RIC staff attended PARCC information day December 9 in Albany. District training scheduled for field tests February 3, 2014.</p> <p>Data Warehouse team continues to work with districts on data extract and load process to the Pearson Access site. All data for the 24 participating districts in the PARCC field tests was loaded by the deadline in early March.</p> <p>Technical documentation and directions were created for the districts participating in PARCC PBA Field Tests. Conference calls and informational sessions are taking place to help prepare the districts for the Infrastructure Trials prior to the PARCC Field Tests. WNYRIC staff participated in the PARCC State CAT II testing to help familiarize and prepare to support districts adequately. Local BOCES were involved in the support/PD for teachers and proctors as well.</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
		R & D Team	<p>PARCC Field Testing is complete as of June 6th 2014. The process was successful for school districts that participated. Surveys and issues have been documented and sent to NYSED.</p> <p><i>Data from PARCC pilot survey are now available. Results to be shared with Advisory Council, FICA and districts.</i></p>

Objective 4: Investigate and implement cost savings and optimization strategies to achieve sustainability in service offerings

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
4.1 Manage grants that support or enhance the entire WNYRIC region in relation to increased efficiencies and cost containment	July 1, 2013 – June 30, 2016	<p>Infrastructure & Operations</p> <p><i>All Services</i></p>	<p>Grants are awarded, activities are complete and grant dollars received and distributed.</p> <p>NYSERDA grant stage 4 (Dimming of 92,000 endpoints) was completed. Stage 5 (diming of network switches) monitoring and reporting will take place from September 15-October 15 thereby completing the NYSERDA grant.</p> <p>Power monitoring verified energy savings of original grant submissions. NYSERDA incentive has been fulfilled.</p> <p><i>7 districts interested in continuing with the archives grant. Planning for implementation is underway</i></p> <p><i>Information regarding the Smart School Bond Act is being disseminated in a timely fashion.</i></p>
4.2 Optimize Service Desk	July 1, 2013 – June 30, 2016	<p>Service Desk</p> <p>Service Desk</p> <p><i>WNYRIC Service Desk</i></p>	<p>Use of metrics for trends and growth are in place and utilized to optimize services offered and the school district end user experience.</p> <p>Service Now has been purchased to be used for incident management. Reports and metrics will be automated with this product.</p> <p>Service Desk has been trained and implementation of product will begin in the Managed Service districts in the first quarter of 2014.</p> <p>Service Desk has begun using Service Now for hardware repair incidents. Two managed service districts will be utilizing the platform for incident reporting and analysis by the end of the first quarter, 2014.</p> <p>Building and populating the Service Now Knowledgebase with end user support data and procedures.</p> <p><i>Added 2nd level LAN support staff to the WNYRIC Service Desk.</i></p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
4.3 Utilize Centralized End Point Device Management Solutions to reduce “sneakernet” and optimize instruction	July 1, 2013 – June 30, 2016	<p>Lifecycle Team & CHATT</p> <p>CHATT</p> <p>Lifecycle Team</p> <p>Lifecycle Team</p> <p>Lifecycle Team</p> <p><i>Lifecycle Team</i></p>	<p>End point device management solutions are in place, reports reviewed and remediation measures are implemented.</p> <p>IBM TEM Lifecycle Management installed an in place at nine districts.</p> <p>Microsoft SCCM (System Center Configuration Manager) centralized server being built to provide Lifecycle Management utilizing Microsoft EES licensing. IBM TEM Lifecycle Management in place and being utilized for endpoint patch management with Managed Service districts.</p> <p>Microsoft SCCM (System Center configuration Manager) centralized server is being redesigned to better align with our environment.</p> <p>Full Life Cycle Suite installed and running over 10 Managed IT Service districts.</p> <p><i>There are 18 districts who are participating in the Lifecycle service.</i></p>
4.4 Research technologies that provide for a greener environment	July 1, 2013 – June 30, 2016	<p>Lifecycle Team</p> <p>Lifecycle Team</p> <p>CIS</p> <p><i>TS LAN</i></p>	<p>Solutions are in place that reduce the carbon footprint throughout the region.</p> <p>Districts are taking the initiative to use products that are provided through the government efficiency grant to contain energy costs.</p> <p>Power management agent is installed in all districts that subscribe to the service (80+). Power down schedule is configured with automated reporting in over 30 districts.</p> <p>Piloting efficient print management planning in two Managed Service Districts.</p> <p><i>Print management service was piloted in two districts with great success.</i></p>
4.5 Investigate private and public cloud solutions	July 1, 2013 – June 30, 2016		<p>Evidence of progress is reported and solutions meeting customer needs are in place.</p> <p>Rubric and analysis tool to evaluate if applications are best located in the cloud or</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
		<p>CHATT</p> <p>CHATT</p> <p>CHATT</p> <p>CSLO, TS I&O, Application Support Team</p> <p>TS Division</p>	<p>on premise is being utilized.</p> <p>Evaluations of 10% of our supported applications have been reviewed for appropriate location (local data center or cloud).An additional 30% of our supported applications have been investigated.</p> <p>Supporting Microsoft EES districts as they implement Office 365, specifically in the areas of security, federation, licensing concerns and parental approval. Training of key WNYRIC staff has occurred.</p> <p>Continue to advise School Districts on the proper, secure environment to implement Google Apps for Education.</p> <p><i>Monthly informational meetings with representation from Microsoft and Google are taking place with WNYRIC staff and school district to keep abreast of emerging technologies.</i></p>
4.6 Continued utilization of inclusive Active Directory to aid in efficient sharing of resources	July 1, 2013 – June 30, 2016	<p>Infrastructure & Operations</p> <p>CHATT, LAN & Identity</p>	<p>Effective use of Active Directory as the primary and secure authentication source for account management to applications and resources on the network is in place for ease for use.</p> <p>Active Directory Best Practices document has been updated in regards to directory names and data security requirements (FERPA).</p> <p>Common standard naming convention for automated population of Active Directory has been created (SIF and DIMS).</p> <p>Active Directory integration into content filtering and managed wireless systems are being implemented throughout the region.</p> <p>Migrations to WNYRIC Active Directory in 10 Managed IT Service districts have been scheduled for Summer 2014.</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
		Management	

Objective 5: Support/develop and provide data systems and services for the future

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
5.1 Support the process for and data needed for interim and online assessments	July 1, 2013 – June 30, 2016	Student Services Team	<p>Data services for interim and online assessments are provided.</p> <p>Secure automated processes are in place to send data from student system to various assessment products.</p> <p>Automated extracts are currently being done for many districts with eDoctrina and other assessment products.</p> <p>Authorization form to permit transfer of data to InBloom through NYSED Level 2 required from districts.</p> <p>Online assessments. Workshops scheduled for Spring: 1/13, 2/11, 2/28 as well as one day preparation workshops: 1/23, 2/26, 3/19, 6/3.</p> <p>Participating in subcommittee meetings to work on interim assessment data formatting requirements for data portals.</p> <p><i>Data from eSchoolData and PowerSchool is being provided to eDoctrina, AIMSweb, STAR, NWEA, iReady and Castle Learning. Additional products are being investigated.</i></p>
5.2 Research and support new data collection requirements	July 1, 2013 – June 30, 2016	Data Warehouse Team	<p>Information, training and support for new data collection requirements are provided.</p> <p>Reports were developed to assist districts in the identification of students requiring AIS or RtI services pursuant to new NYSED guidelines.</p> <p>Process developed for BOCES to produce reports for their students (In the past this was not possible as students were linked to their individual home districts rather than to the BOCES that students for specialized services/programs).</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
			<p>New secure Cognos mobile application for iPad, runs, then downloads WNYRIC Developed reports. Application uses WNYRIC DW password prior to any display of the reports on the mobile device to ensure data privacy.</p> <p>Liaison Trainer meeting – rollout of new report ideas and discussion for BOCES staff who provide services to districts; user group meetings after DDC meetings to discuss same.</p> <p>New reports created to reflect new assessments (Common Core) including teacher reports to show previous CCSS assessment performance for current student roster.</p> <p>Conducted Data Warehouse User Group Meetings to introduce new Common Core reports per NYSED requirements.</p> <p>Implemented automated weekly load process for eSchool data.</p> <p>eScholar updated to support new NYSED requirement.</p> <p>APPR/staff evaluation ratings data was collected for ALL districts.</p> <p>Implemented automated weekly load process for eSchool Data. Currently implementing IEP Direct automated weekly loads for eSchoolData districts.</p> <p>A new WNYRIC Data Warehouse report which displays Student Attendance, in columns of increasing total days absent, and in rows by NCLB subgroups. This may serve several purposes, including data for Civil Rights reporting.</p> <p>New data collection requirements for 2013-14 include FRPL, enhanced BOCES reporting and additional staff data requirements. DW team have begun to convey information to districts through email, District Data Coordinator meetings.</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
			For 2014-15 SED will begin to transition collection of Personnel Master file from BEDS to SIRS. Districts may require significant support.
5.3 Provide data support the NYSED Educational Data Portal as requested by school districts	July 1, 2013 – June 30, 2016	<p>Infrastructure and Data Warehouse Team</p> <p>CHATT</p> <p>Data Warehouse Team</p> <p>Data Warehouse Team, Service Desk, CSLO</p>	<p>Information, training and support for the data, as requested, for Education Data Portal is provided.</p> <p>SFTP process is in place for movement of data from school district interim benchmark assessment to inBloom.</p> <p>Integrated enterprise level SFTP application to support increased data transfer demand.</p> <p>Testing automation of loading from Level 0 to Level 1 to improve turnaround.</p> <p>Participating in all three NYSED EDP work groups. Help Desk Support Services, Training and Professional Development and Local Data.</p> <p>Education Data Portal authenticated portion, as well as, Data Dashboard release is now delayed until 14-15 school year. WNYRIC staff continues to serve on committees for planning.</p>
5.4 Investigate integration and application development for the Education Data Portal	July 1, 2013 – June 30, 2016		Evaluate and provide integration and development opportunities in the Education Data Portal Infrastructure.
5.5 Support programs that allow teacher level access to appropriate data	July 1, 2013 – June 30, 2016	Data Warehouse Team	<p>Programs are available for teachers that provide access to data about their students. Roster reports for teachers based on current year students and prior year state assessment data were released to districts.</p> <p>Data Warehouse user administration has been upgraded in preparation for building and teacher level access and reporting.</p> <p>Developed predictive analysis reports for use in developing Student Learning Objectives for teachers of regents courses.</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
			<i>Pilot testing eSchoolData GURU Boards to provide data in a graphical format to teachers and administrators from the WNYRIC Data Warehouse and other assessment data directly within the eSchoolData application. Also included is a graduation rate predictor by diploma type and by student.</i>

Objective 6: Support the initiative for Computer Based Testing (CBT)

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
6.1 Communicate current NYS requirements regarding CBT	July 1, 2013 – June 30, 2016	Life Cycle Management Team Data Warehouse Team	Districts are provided appropriate information to successfully implement Computer Based Testing (CBT). Assisted in data preparation and file uploads for the 19 districts participating in the PARCC CBT field test.
6.2 Provide security within endpoint management	July 1, 2013 – June 30, 2016	Infrastructure & Operations Infrastructure & Operations, R&D Team <i>TS CORE</i>	Solutions are in place that provides security for Computer Based Testing within the internet connections, the network and the endpoints. Investigating using policies, content filtering, and other tools to provide the most robust endpoint security. Researching and testing tools to ensure endpoint security for CBT testing on the following devices: <ul style="list-style-type: none">• PCs• Macs• IPads• Chromebooks <i>Monitoring and responding to daily alerts from New York State Cyber Security Office regarding BotNet activity.</i>
6.3 Support NYS approved CBT vendor solutions	July 1, 2013 – June 30, 2016	R&D Team	Vendor provided solutions have been implemented to support CBT in school districts. Researched and tested Windows To Go in participating schools doing PARCC Field Testing.
6.4 Implement adequate and redundant infrastructure in the school districts	July 1, 2013 – June 30, 2016	LAN & WAN Teams LAN & WAN Teams	Effective infrastructure at the districts is in place for CBT. LAN & WAN Senior Network teams continue to work with school districts to ensure the technical infrastructure is in place to meet the requirements for CBT. LAN and WAN Senior Network teams are supporting districts that are

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
		R& D Team <i>TS LAN & TS WAN</i>	participating in PARCC Field Testing. <i>Continue to work on the GAP Analysis for CBT readiness as well as the Smart School Bond Act.</i>

Objective 7: Continue to enhance existing services with updated functionality and new product offerings

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
7.1 Implement and support solutions to meet the needs of school business and Human Resources and Administrative Operations	July 1, 2013 – June 30, 2016	<p>Finance Services</p> <p>Finance Services Team</p> <p>Electronic Data Management Team</p>	<p>Solutions are implemented and supported Financial/HR/Payroll RFP bid opened and evaluation process is underway for new web applications, which will help promote secure anywhere/anytime access to the district's financial/HR/payroll office staff during staffing changes.</p> <p>RFP award for Finance Systems went to Alio and K-12 Enterprise. Webinars and demos scheduled for December/January.</p> <p>Several demonstrations of each product (nVision, Alio and K-12) occurred, districts considering options along with timeline for conversion.</p> <p>First two districts converting to nVision for July implementation. Alio conversion routine has begun for one district.</p> <p>Developing an application for generating new hire forms via FileBound system. Completed forms get scanned back into system for long-term storage.</p>
7.2 Implement and support solutions for the effective management of information about students	July 1, 2013 – June 30, 2016	Student Management Services	<p>Solutions for student related data needs are implemented and supported.</p> <p>Expand options for providing student data to third party products via automated and secure methods.</p> <p>We continue to add automation to third party products upon district request. We are currently evaluating a product to electronically distribute ISRs and other assessment results through the eSchoolData and PowerSchool parent portal.</p> <p>Continuously expanding upon district requests via SIF and automated solutions. Continuing to explore ISR option described above, likely to implement in 2014-15.</p> <p>Investigate options for updated cafeteria management software Research indicates there is no clear benefit to supporting other cafeteria management</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
		Student Management Services	<p>applications at this time. By the end of the current school year, we will have implemented 6 additional districts on WinSNAP/WebSMARTT totaling 54. Currently two new districts considering for next year.</p> <p>Offer Application Security Administrative service and Security Review service to districts for user security maintenance. Assisted districts with audit questions and follow up.</p> <p>Offer data assistance service to districts to support district data coordinator with state reporting tasks.</p> <p>Two districts participating in data assistance service for state reporting. Three districts in total have participated in this service for 2013-14 and are expected to continue in 2014-15.</p> <p><i>3 Districts converting from Global Connect to Blackboard Connect, in process. An additional 48 districts need to select and migrate to a new product by June 30. Periodic reminders are being sent to districts along with information regarding demonstrations.</i></p>
7.3 Implement and support solutions for an expanded Web presence	July 1, 2013 – June 30, 2016	Application Services Team	<p>Participating in a RIC wide project ricONEAPI, developed by Lower Hudson RIC to provide integration of student system data to instructional applications. This is different than SIF and the auto export/import process.</p> <p>Instead of “sending” data from the SMS to an Instructional product, with ricONEAPI, the SMS sends data to a data store and the Instructional products pick up the data it needs for the specific application. This is all done with a secure connection. Vendors pay the development cost of their API and will discount the cost of the software to the RICs that will support this process. There should be an overall reduction in the cost to the district as well as provide a secure method of data integration.</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
			<p>Web presence solutions are implemented and supported. Remote support tool, Bomgar, to be implemented as a standard application support tool for all application support teams.</p> <p>Training in the use of Bomgar for all application teams occurred in February. Finalizing contract to offer Health Office web product.</p> <p><i>The e-mail team will begin supporting Exchange Online (as part of Office 365) and Gmail (as part of Google Apps for Education). These are in addition to existing support for Lotus Notes and MS Exchange.</i> <i>Support for Google Vault will be reviewed for being as a potential new mail archive product service to support with Gmail.</i> <i>The WTW service now supports a true mobile app for the Schoolwires' Centricity website software. A video app is being reviewed for possible support.</i></p>
7.4 Support shared staffing requests in response to emerging customer needs	July 1, 2013 – June 30, 2016	<p>I&O and Telecommunications Teams</p> <p>Student Services/Financial Services Teams</p> <p>LAN & Service Desk</p> <p><i>Student team</i></p> <p><i>Finance Team</i></p>	<p>Provide centralized staff to respond to districts needs.</p> <p>Managed Service offers shared staff onsite and remotely as necessary Services are available to meet the changing needs, see 7.1 and 7.2.</p> <p>Second Level LAN technical support is now available to assist the Managed IT Service Network Engineers.</p> <p><i>Survey completed, RFP process for transportation system will begin. RFP process for ID Card /Security system is in discussion with technical support teams.</i></p> <p><i>The Finance team has implemented the Hillyard software in 3 districts and the 4th district is scheduled to go live in early January. The Hillyard product assists districts in their cleaning and janitorial labor needs and training.</i></p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
		Data Warehouse Team	<p><i>Provided predictive analysis reports to assist with SLO targets. Overall success in meeting SLO target suggestions was 77%.</i></p> <p><i>Revised Regents Curriculum Development and Analysis reports to improve legibility and comprehension and to report on the newly designed Common Core Regents Exam.</i></p>

Section 6: Assurance Form 1

Assurance of Cooperative Planning

I assure that my BOCES participated fully in the development of this regional plan to provide technology services for addressing the priority needs of school districts.

Signatures of Participating BOCES District Superintendents

BOCES Served:

Cattaraugus/Allegany BOCES

Erie 1 BOCES

Erie 2/Chautauqua/Cattaraugus BOCES

Greater Southern Tier BOCES

Orleans/Niagara BOCES

District Superintendent Signatures:

_____	Ms. Lynda Quick	<u>C/A BOCES</u>
_____	Ms. Lynda Quick (Interim)	<u>Erie 1 BOCES</u>
_____	Dr. David O'Rourke	<u>Erie 2 CC BOCES</u>
_____	Mr. James Frame	<u>GST BOCES</u>
_____	Dr. Clark J. Godshall	<u>ON BOCES</u>

Section 7: Assurance Form 2

Assurance of Cost-Benefits of New Technology Services and Cost-Effectiveness of Existing Services

The proposed new technology services must be analyzed to determine the cost benefits of providing these services on a Regional basis. Each BOCES District Superintendent must sign Form 2 assuring that the new technology services had their cost benefits examined and that the cost effective template process, as required by the 1999 legislation, was followed within their region.

I assure that:

- The new technology services provided to the school districts in the region as described in this plan have been reviewed for their cost benefits
- The cost effectiveness template process, as required by the 1999 legislation, was followed for all new technology purchases
- I had the opportunity to participate in the budget review process

BOCES Served:

Cattaraugus/Allegany BOCES

Erie 1 BOCES

Erie 2/Chautauqua/Cattaraugus BOCES

Greater Southern Tier BOCES

Orleans/Niagara BOCES

District Superintendent Signatures:

Ms. Lynda Quick C/A BOCES

Ms. Lynda Quick (Interim) Erie 1 BOCES

Dr. David O'Rourke Erie 2 CC BOCES

Mr. James Frame GST BOCES

Dr. Clark J. Godshall ON BOCES

Section 8: Applications

WNYRIC offers the following services:

Co-Ser 6360, Instructional Technology Services

PSN 550 includes acquisition and support of computer based learning technology, networks, and software as per district technology plans and State/National Learning Standards as well as planning for implementation and evaluation of those technologies.

Co-Ser 6368, Model Schools

PSN 555 includes instructional staff development to districts to apply instructional technologies in the classroom. Activities include planning, curriculum development, staff development and evaluation.

Co-Ser 7014, Textbook Coordination

PSN 672 includes processing of textbook requests from non-public schools on behalf of participating public school districts, maintenance of an inventory and other records as required.

Co-Ser 7710, Computer Service: Management

PSN 650 includes computer based services using either central or distributed processing for administrative technologies including student management, financial management, test scanning, data collection and reporting, etc. as well as, planning and the technical infrastructure and network support for those.

- i. Student Information Systems
- ii. Data Collection, Data Warehouse and Reporting
- iii. Test Scanning Services
- iv. Special Education Systems, including AIS, RtI and Medicaid
- v. Financial Management Systems
- vi. Email Communication Services
- vii. Facilities Management Systems
- viii. Electronic Document Management Services
- ix. Technical Infrastructure Support Services
- x. Network Services

REGIONAL INFORMATION CENTER PROFILE
Section 8

	Total	WNYRIC
		DISTRICTS
Please enter end point device at the bottom.		
Aspen		
TOTAL	0	0
Public Schools	0	0
Charters and Non Pubs	0	0
CrossPoint Student		
TOTAL	0	0
Public Schools	0	0
Charters and Non Pubs	0	0
eschool plus		
TOTAL	0	0
Public Schools	0	0
Charters and Non Pubs	0	0
eSchoolData		
TOTAL	100	100
Public Schools	40	40
Charters and Non Pubs	60	60
Infinite Campus		
TOTAL	0	0
Public Schools	0	0
Charters and Non Pubs	0	0
Power School		
TOTAL	59	59
Public Schools	47	47
Charters and Non Pubs	12	12

School Master		
TOTAL	0	0
Public Schools	0	0
Charters and Non Pubs	0	0
SchoolTool		
TOTAL	0	0
Public Schools	0	0
Charters and Non Pubs	0	0
SIS		
TOTAL	0	0
Public Schools	0	0
Charters and Non Pubs	0	0
ANCILLARY STUDENT SYSTEM ADD ON COMPONENTS SUPPORTED BY RICs (Number of Districts & BOCES)		
Bridges	35	35
College on Track	0	0
Grade Speed	0	0
Guidance Direct	27	27
MyGradebook.com (gradebook)	0	0
Naviance Counselor's Office	7	7
Progress Book (gradebook)	0	0
SOLSTAR scheduling - stand alone	0	0
VDIR Violent and Disruptive Incident Reporting	0	0
Weindenhammer Elem. Report Card	0	0
Schedule Galaxy	0	0
SPECIAL EDUCATION SYSTEMS SUPPORTED BY RICs (Number of Districts & BOCES)		
Cleartrack2000 (SC RIC)	41	41
IEP Direct (Centris)	54	54
Medicaid Direct (Centris)	51	51
NYSE Direct	0	0

PC Part 200 (Progress)	0	0
Document Repository (Centris)	0	0
Centris Sync	0	0
Curricuplan	0	0
Medicaid in Education (Medicaid Grant)		
TOTAL	89	89
Public Schools	88	88
4201 Schools	1	1
ACADEMIC INTERVENTION SYSTEMS SUPPORTED BY RICs (Number of Districts & BOCES)		
RTI Edge (aka AIS Edge) - Cleartrack	12	12
RTIm - Centris	29	29
BROADCAST SYSTEMS SUPPORTED BY RICs (Number of Districts & BOCES)		
Alert Solutions (used to be Power Alert)	0	0
BLI (PowerSchool) Power Announcement	14	14
Connect Ed	0	0
Global Connect	51	51
K to 12 Alerts	0	0
One Call Now (aka: ParentBroadcast)	7	7
Parent Link	0	0
School Connect - Synervoice	0	0
School Messenger	6	6
DATA ANALYSIS TOOLS SUPPORTED BY RICs (Number of Districts)		
Data Warehouse (eScholar)		
TOTAL	314	314
Public Schools	172	172
Charters and Non Pubs	142	142
Level 0		
TOTAL	199	199
Public Schools	91	91
Charters and Non Pubs	108	108

Certica Solutions		
TOTAL	0	0
Public Schools	0	0
Charters and Non Pubs	0	0
NYS Data Validation (Certify)		
TOTAL	0	0
Public Schools	0	0
Charters and Non Pubs	0	0
National Student Clearinghouse		
TOTAL	0	0
Public Schools	0	0
Charters and Non Pubs	0	0
DATA DASHBOARD TOOLS		
SchooltoolIQ	0	0
RTTT DataCation Compass from ConnectEDU	0	0
RTTT myTrack from eScholar	0	0
RTTT Schoolnet from Pearson	0	0
TEST SCANNING, SCORING & TEST DEVELOPMENT OF ALL TYPES STATE MANDATED TESTING (Number of Districts & BOCES)		
3-8 TESTING		
TOTAL	166	166
Public Schools	88	88
Charters and Non Pubs	78	78
BOCES Assessment Reporting System (BARS) on the web		
TOTAL	0	0
Public Schools	0	0
Charters and Non Pubs	0	0
EduTech's ASAP (Regents scoring/rpts.)		
TOTAL	0	0
Public Schools	0	0
Charters and Non Pubs	0	0

Regents test scanning		
TOTAL	172	172
Public Schools	88	88
Charters and Non Pubs	84	84
Teleforms for in-district design/scanning		
TOTAL	53	53
Public Schools	51	51
Charters and Non Pubs	2	2
Achievement Testing		
TOTAL	0	0
Public Schools	0	0
Charters and Non Pubs	0	0
Optimum Solutions Corporation OSC (Regents Scanning)		
TOTAL	0	0
Public Schools	0	0
Charters and Non Pubs	0	0
Formative Assessment Vendors - NOT STATE APPROVED		
Certica (TestWiz)	1	1
Discovery Education - ThinkLink	0	0
eDoctrina	24	24
LinkIT	0	0
Performance Tracker/Assessment Builder	3	3
State Approved Local Assessment list (Number of districts and BOCES Supported)		
Achieve 3000	0	0
Acuity	0	0
AIMS web	40	40
Core K-12 (Assessment Center)	0	0
Dibels - Coming in Spring	0	0
Discovery Assessment	0	0
Discovery Progress Zone	0	0
DORA - Coming in Spring	0	0

Global Scholar	0	0
iREADY	9	9
NWEA - MAP	3	3
Renaissance Learning STAR Enterprise (math or reading)	38	38
Right Reason Technologies	0	0
Scholastic (SRI & SMI)	0	0
Stanford 10 (Pearson)	0	0
FINANCIAL AND HUMAN RESOURCE SYSTEMS SUPPORTED BY RICs (Number of districts and BOCES)		
AOS	0	0
Bold	0	0
BudgetSense (Unifund)	0	0
Finance Manager - Legacy	56	56
Finance Manager - Nvision	0	0
NIS	0	0
Info-Matics	0	0
Munis	0	0
NTS Data Services	0	0
Pentamation (Financial)	0	0
Scholarship	0	0
WINCAP	31	31
BUDGET DEVELOPMENT SYSTEMS SUPPORTED BY RICs (Number of Districts)		
Budget Mailer (web)	12	12
TAX BILLING SYSTEMS SUPPORTED BY RICs (Number of Districts)		
GST Tax Billing and Collection System	0	0
CAPITAL Project Planning and Tracking SYSTEMS SUPPORTED BY RICs (Number of districts)		
Capital Project Software (CapProSoft)	10	10
ELECTION MANAGEMENT SYSTEMS		

Bold	0	0
NTS Data Services	0	0
BOARD DOCUMENT MANAGEMENT SYSTEMS		
eBoard	0	0
BoardDocs	0	0
FACILITIES MANAGEMENT SYSTEMS SUPPORTED BY RICs (Number of districts and BOCES supported)		
LHRIC Facilities Workorder System	0	0
Que Centre	36	36
School Dude	0	0
Web Help Desk	0	0
PROFESSIONAL DEVELOPMENT TRACKING SYSTEMS SUPPORTED BY RICs (Number of districts and BOCES supported)		
AVATAR	0	0
EvaluationPro	0	0
My Learning Plan	11	11
PDP Premier	40	40
WinCap PD	4	4
TEACHER AND PRINCIPAL EVALUATION SYSTEMS (APPR) SUPPORTED BY RICs (Number of districts and BOCES supported)		
Discovery Vanderbilt Assessment	0	0
iObservation	4	4
LCI - MPPR	4	4
Oasys	9	9
Observation 360	2	2
Teacher Compass	0	0
Teachscape	21	21
WEB APPLICANT MANAGEMENT SYSTEMS SUPPORTED BY RICs (Number of districts and BOCES supported)		

AcquireTM	0	0
Job Applicant Tracker from SchoolWorld	0	0
SchoolStream (Job Applicant Manager)	0	0
Search Soft/Applicant Tracker	39	39
SUBSTITUTE EMPLOYEE MGT SYSTEMS SUPPORTED BY RICs (Number of districts)		
eSchools Solutions	0	0
AESOP/Frontline Technologies		0
TEXTBOOK TRACKING SUPPORTED BY RICs (Number of Districts)		
Textbook Loan	35	35
Follet Destiny Textbook Manager	0	0
CAFETERIA MANAGEMENT SYSTEMS SUPPORTED BY RICs (Number of districts)		
Horizon Boss Fast Lane	0	0
MiChoice	0	0
MicroCheck	0	0
nutriKids	0	0
SMARTS	0	0
WEBSMARTT	32	32
WINSNAP	15	15
TRANSPORTATION SYSTEMS SUPPORTED BY RICs (Number of districts)		
Applied Data Services	0	0
Education Logistics	0	0
GST BUS STAR	0	0
Transfinder	0	0
DOCUMENT ARCHIVAL SYSTEMS SUPPORTED BY RICs (Number of districts)		
FileBound	10	10
IQM2	0	0
Laserfiche	0	0
OnBase	0	0

EMAIL (OR GROUPWARE) SUPPORTED BY RICs (Number of districts)		
GroupWise Mail	0	0
LOTUS Notes	58	58
MS Exchange/Outlook	8	8
ProcessIt eForms	11	11
Echalk	0	0
CLOUD SOLUTIONS (including email/storage and productivity tools) SUPPORTED BY RICs (Number of districts)		
Classlink Launchpad	2	2
Google	0	0
Microsoft Office 365	0	0
MyBig Campus	48	48
webNetworks (Stoneware)	0	0
WEB SITE DEVELOPMENT SUPPORTED BY RICs (hosted in some cases) (Number of districts)		
Centricity 2.0 (SchoolWires)	51	51
Coldfusion	0	0
District Websites	0	0
eSchoolview	0	0
SchoolFusion	0	0
SchoolWorld Edline	0	0
Share Point	0	0
Echalk	0	0
SITE HOSITING SUPPORTED BY RICs (hosted at your RIC - may duplicate development numbers above)		
District Web Sites	0	0
School Wires/Centricity 2	51	51
Share Point	0	0
INTERNET CONTENT FILTERING SUPPORTED BY RICs (Number of districts)		
Content Filtering (Sophos) was Astro	0	0

Content Filtering (Lightspeed)	96	96
Content Filtering (N2H2 now BESS)	0	0
Content Filtering (NetSpective)	0	0
Content Filtering (Marshal 8e6) now TrustWave	0	0
Kajeet (managed cellular WiFi)	0	0
Content Filtering (Palo Alto)	0	0
Content Filtering (Fortigate)	0	0
Wireless Network Authentication (Number of districts)		
Aruba	6	6
Avaya ID Engine	17	17
Bradford	1	1
Cisco ISE	4	4
Cisco Prime	0	0
Clearpass	0	0
Juniper/Trapeze	1	1
Lightspeed	34	34
Meru	0	0
Nortel	17	17
SPAMMING DETECTION PRODUCTS SUPPORTED BY RICs (Number of districts)		
Barracuda	0	0
Modusgate - Vircom	0	0
MS Forefront	0	0
Proofpoint	0	0
Sophos (was Astaro)	0	0
SPAM (CanIt)	81	81
Spam Assassin	0	0
MOBILE DEVICE MANAGEMENT Solutions SUPPORTED BY RICs (Number of districts)		
Absolute	0	0
Airwatch	0	0
JAMF	6	6

Lightspeed	0	0
Casper	0	0
Notify	1	1
Meraki	0	0
MOBILE DEVICES SUPPORTED BY RICs (Number of districts)		
AnDroid (3.1 & above)	0	0
Chromebooks	4	4
iPad (4.1 & above)	52	52
Windows 8 Tablet	4	4
FIREWALL SOFTWARE/INTRUSION DETECTION SUPPORTED BY RICs (Number of districts)		
Central Firewall	0	0
Checkpoint	151	151
CISCO ASA	40	40
CISCO IPS	0	0
Firewall (Bordermanager)	0	0
Juniper SRX	0	0
Palo Alto IDS	2	2
PIX Cisco	0	0
SOPHOS (was Astaro)	0	0
Fortigate	0	0
OTHER	0	0
Security Services (Number of districts)		
Access Control	0	0
Digital Surveillance Solutions	30	30
IP Video Surveillance	0	0
Police Department Camera Access	0	0
Raptor	0	0
SafeSchoolsNY	0	0
Video Surveillance	0	0
Visitor Management	0	0

HOSTED VOIP & COLLABORATION TOOLS SUPPORTED BY RICs (Number of districts)		
Avaya / Nortel	12	12
Alcatel	0	0
Cisco Call Manager	17	17
Jabber	1	1
Webex	0	0
Lobby Guard	0	0
Microsoft Lync	0	0
Raptor	0	0
SameTime - IBM	9	9
SHORETEL	0	0
EMAIL ARCHIVAL SUPPORTED BY RICs (Number of districts)		
ARCMail	0	0
Barracuda	0	0
GWAVA/RETAIN	0	0
GW Archive	0	0
Google Postini	0	0
Inboxer	0	0
Mail Meter	43	43
Microsoft	0	0
Razorsafe	0	0
Message Solution	0	0
REMOTE BACK UP SERVICE SUPPORTED BY RICs (Number of districts)		
ComVault	0	0
Dell/App Assure	0	0
Double Take / iSCSI Replication	0	0
FM Data Backup	0	0
Falconstor	0	0
HP/Left Hand	0	0
NetApp	0	0

NetVault	0	0
Symantec Backup Exec	0	0
SYMANTEC NETBACKUP	0	0
TSM	69	69
Veritas	0	0
Microsoft	0	0
IDENTITY & ACCESS MANAGEMENT TOOLS SUPPORTED BY RICs (Number of districts)		
Microsoft Active Sync	0	0
SIF	34	34
Tivoli Access Manager	50	50
ENTERPRISE NETWORK OPTIMIZATION SUPPORTED BY RICs (Number of districts)		
Microsoft SCCM	38	38
Neverware	0	0
Suffolk RIC Hosted NOC Management Services	0	0
Tivoli Endpoint Management (TEM)	17	17
Tivoli Endpoint Management (TEM) Power Only	55	55
Veloxum	1	1
ZenWorks	1	1
Active Directory	14	14
WorkGroup Manager	8	8
NUMBER OF WORKSTATIONS/LAPTOPS PROVIDED, NETWORKED AND SUPPORTED AS PART OF RIC Services		
Interactive whiteboards	2,236	2,236
IP phone endpoints	0	0
IP Surveillance Camera endpoints	2,422	2,422
Networked printers	6,090	6,090
Networked projectors	5,112	5,112
Neverware	0	0
Other end point devices	0	0

Personal Computers, laptops, tablets etc	121,764	121,764
Antivirus Solutions Supported - please put an x for those supported		
CA		
ESET NOD 32		
Forefront		x
Lightspeed		x
McAfee		x
Microsoft		x
Sophos		x
Symantec		x
Trend		